



Client Accounts Specialist

The Samaritan Center (www.samaritan-center.org) is a non-profit counseling and integrative wellness center whose mission is to improve the mental, physical, and spiritual health of adults, children and families in Central Texas, with special attention to veterans, military families, and the underserved.

Reporting to the Operations Manager, the Client Accounts Specialist is responsible for **reconciling client accounts, completing insurance verifications, using an electronic billing system, and working with clients to pay off balances**. This position will also be trained in front office duties in order to provide backup coverage to the front office as needed. The Client Accounts Specialist works closely with the Front Office staff and the Staff Accountant, and will also work with 15-18 counselors and 3 acupuncturists.

EXPERIENCE AND QUALIFICATIONS:

- Knowledge and experience in completing insurance verifications
- Competent with computer programs, such as Word and Excel
- Knowledge and experience in reading payment histories and ensuring that account balances reconcile in electronic billing system
- 2 or more years' experience in mental health or medical clinic environment
- Excellent communication skills and sensitivity for dealing with a diverse client base
- Flexible and enthusiastic about working in a team environment
- Must pass a background check
- Not required, but bi-lingual English and Spanish a plus

Responsibilities:

- Complete insurance benefit verifications
- Work daily reports, paying attention to detail
- Research/resolve problem private-pay accounts to determine correct balance
- Make bad-debt adjusts for private-pay accounts older than 12 months
- Send monthly statements (All Accounts)
- Receive phone calls and correspondence from clients regarding balances/payments
- Assist clients with payment plans
- Prepare refund requests for private-pay clients as necessary
- Provide ongoing support/backup coverage in front office
- Other administrative tasks as needed

Hourly rate is competitive and commensurate with qualifications and experience. Contact by **email** please. Please send resume and cover letter to alycia@samaritan-center.org.